

Personal Assistant to Manager Corporate and Technology Services POSITION DESCRIPTION



Position Number:	2647
Department:	Organisational Services
Section:	Corporate and Technology Services
Position Status:	Fixed Term / Full Time
Classification:	Level 3 - Rockhampton Regional Council Internal Employees Certified Agreement 2025
Reports To:	Manager Corporate and Technology Services
Revised:	September 2026

General Position Statement

This position supports Council's direction by providing high level administration assistance to the Manager in a professional, efficient and confidential manner ensuring the development of good working relationships with all staff and the public.

Specific Responsibilities

The successful candidate must be able to fulfil the following position responsibilities.

- Provision of high-level assistance and administrative support to the Manager including calendar management, filing, mail distribution, demonstrating a high degree of judgement, initiative, confidentiality and sensitivity.
- Undertake meeting management, including preparation of agendas, and recording and preparation of minutes.
- Act as a first point of contact for customers and attempt to resolve issues prior to escalating them to a Senior Officer.
- Coordination of workflows for the Manager including monthly and operational plan reporting and initial compiling, risk register, work health and safety, training and compliance management and budget monitoring.
- Maintain office systems including creating and implementing of new processes and procedures to meet the section's needs.
- Undertake purchasing duties as a key purchasing officer for the Section.
- Assist with monthly purchasing compliance reviews to support the identification of non-compliances with relevant legislation, policies and procedures relating to procurement.
- Drafting and preparation of correspondence, reports and presentations including formal reports to Council.
- Act with a degree of initiative to assist the Manager and Section Coordinators.
- May be required to supervise and/or assist lower classified officers.
- May be required to assist in other Unit's within the Section.
- Undertake research into matters to support of service improvement or alteration relevant to Section.

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- Refer matters that may impact upon the business, Council and employees to the relevant Team Leader, Supervisor/Curator, Coordinator or Manager.
- Undertake other relevant duties as directed, consistent with skills, competence and training.

Position Requirements

Your suitability for this role will be assessed against the following competencies.

Skills/Competencies

- Demonstrated experience providing executive support to senior management with proven ability to communicate and build relationships with key stakeholders at all levels.
- Ability to research and draft replies to correspondence, reports and other such documentation.
- Excellent conflict resolution and negotiation skills.
- Proven ability to maintain a high degree of confidentiality and sensitivity.
- Thorough knowledge or ability to obtain thorough knowledge and understanding of Council policies, procedures and legislation requirements as they relate to the units within Corporate and Technology Services.
- Developing knowledge of statutory requirements relevant to the Section.
- Communicate Effectively – Ability to communicate with others verbally and in writing to meet requirements of the role.
- Teamwork and Collaboration – Ability to work together with others to achieve common goals both within immediate team and teams across Council.
- Time Management – Ability to plan and organise tasks/work to meet objectives of the role.
- Problem Solving – Ability to analyse problems by gathering information and develop a solution (in line with role responsibilities) or options and make a recommendation.
- Decision Making – Ability to apply discretion and judgement when handling sensitive matters and competing priorities.
- Deliver Excellent Customer Service – Ability to meet customers' expectations around safety, time, cost and quality.
- Focus on Continuous Improvement – Ability to identify opportunities to enhance team effectiveness and improve team's customers' experience.
- Adaptable to change – Ability to adapt to changing work environments, technology, work priorities and organisational needs.
- Ability to effectively operate Council's computer systems including the Ci Anywhere Suite (R1 and ECM), Pathway and the MS Office Suite.

Qualifications and Experience

- Certificate III in Business Administration (or related discipline) and/or substantial demonstrated experience in a personal assistant or senior administrative support role.

Desirable Qualifications and Experience

- Experience in a local government environment.

Behaviours

- *Customer Service* – Ensure service delivery and advice remain focused on Council's customers and community outcomes.
- *Safety* – Carry out your duties in a safe manner whilst ensuring the safety of your team members and

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customers, in accordance with Council's Health and Safety Duty Statements and associated safety policies / procedures.

- *Code of Conduct* – Act in accordance with Council's Code of Conduct.
- *Council Values* – Demonstrate behaviours aligned to Council's values: *One Team, Accountable, Customer Focused, Continuous Improvement and People Development*.

Additional Requirements

- Ability to work in an office environment.
- Ability to legally operate a motor vehicle under a "C" Class Licence.
- Ability to work with screen-based equipment over long periods with prescribed rest breaks.

Delegations and Authorisations

Financial, Administrative and Corporate Delegations may be applicable to this position and are detailed in the Delegations Corporate Register.

Legislative Sub-Delegations and Authorisations may also be applicable to this position and are detailed in the external public registers. Both registers are available on Council's Intranet.

Acknowledgement

This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.

Authorised By:	Manager
Signature:	
Date:	
Employee Name:	
Employee Signature:	
Date:	